

# JOB OPPORTUNITY

Franchise Tax Board is an equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

☒ Permanent  
Full-time

☐ Permanent  
Intermittent

☐ Limited-term  
(Temporary)  
Length \_\_\_\_\_

☐ Formal Training  
and Development  
Assignment

Position Title: Operations Center Project & Technical Lead

Classification: Associate Systems Software Specialist or  
SSS I or SSS II

Location: Central Office – Sacramento

Section/Unit: Enterprise Network Operations/  
Operations Center

Salary Range: \$4308-\$5235 / \$4731-\$5753 / \$5196-\$6316

Number of Vacancies: 1

## Job Description: (includes typical duties)

Under the supervision of the Data Processing Manager II the incumbent supports the 24x7x365 Network Operations Center and acts as the technical liaison to Technology Services Divisions' 2nd & 3rd tier technical areas. They perform complex root cause analysis, develops, implements tools and automated processes for production monitoring, fault management, change management, and statistical reporting functions. The incumbent performs production statistics and measurement analysis. Monitors Franchise Tax Board's web infrastructure to ensure 99.8% availability; analyzes alerts, monitors data, coordinates with appropriate technical and business staff for problem resolution; provides verbal and/or written status reports to appropriate business clients, technical staff and/or executive staff; provides input to improve monitoring, alert notification, response, and procedures; provides effective communication of shift events during shift turnover. May act in a lead capacity.

## Required Knowledge, Skills, Abilities:

- Knowledge of troubleshooting and documentation techniques
- Ability to communicate effectively, verbally and written, with technical and non-technical staff
- Knowledge of terminology and concepts involving hardware, software, operating systems, and network infrastructure
- Must be able to work independently and a commitment to see things through to completion
- Strong customer focus and customer service attitude
- Ability to work under pressure and adjust to changes in priorities or workload
- Good analytical skills to triage production incidents
- General PC experience and experience using MS Desktop Products (Outlook, Access, Excel, Word, etc).

## Desirable Experience/Qualifications:

- Familiar with Windows VB Scripting, DOS scripting
- Experience with web technology and infrastructure, specifically Microsoft IIS, SQL, COM, .Net, MS XP OS
- Experience with telecommunications and network devices: Routers, switches, firewalls, etc.
- Service desk experience, knowledge of ITIL framework
- Organizational skills

Mail or hand deliver your application by October 10, 2006

Contact Person Toni Fowler Telephone # 845-7879

Address/Room # PO Box 550, Sacramento, CA 95812-0550, Attention: Exams, Toni Fowler

Special Instructions FTB employees please hand deliver or route to Toni Fowler at M/S L-232.

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list or have reinstatement eligibility. Applications will be screened and only the most qualified applicants will be interviewed.

All applicants **not currently employed with the Franchise Tax Board** will be subject to a pre-employment background investigation. The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

Franchise Tax Board's TDD telephone number is (800) 822-6268.

The California Relay Service telephone numbers are: (from TDD Phone) (800) 735-2929; (from Voice Phone) (800) 735-2922.